





Analysis of Impediments to Fair Housing Choice

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CITY OF ITHACA Analysis of Impediments to Fair Housing Choice

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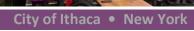
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Analysis of Impediments to Fair Housing Choice

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Chapter 1	
Executive Summary	9
Chapter 2	
Introduction	16
Methodology/Lead Agencies	
Project Overview/Community Participation Process	
	10
Chapter 3	21
Overview of the City of Ithaca	
Geography	
Demographics	
•	
Populations of Color	
Limited English Proficient (LEP)	
Persons with Disabilities	
Older Adults	
Homeless Populations	
Poverty Rates	
Housing Resources	
City Boards/Commissions Housing Inquiries	
Housing Stock	
Affordability	
Subsidized Housing	
Employment	
Transportation	
Zoning and Land Use	
Property Taxes	
Chapter 4	
Fair Housing Profile of City of Ithaca	
Education and Outreach	63
Fair Housing Enforcement	
Incidents of Hate Crimes/Domestic Violence	
Private Lending	69
AFFH-Obligated Agencies Within Jurisdiction	
Fair Housing Testing Results	
"Survey A" Results (Quantitative)	
"Survey B" Results (Anecdotal)	93
Chapter 5	
Identified Impediments to Fair Housing Choice	97
Index of Appendice	107
Annandiy A. Survey A/Survey B Instruments	

Table 1	City of Ithaca Demographic Populations	22
Table 2	Tompkins County Demographic Populations	22
Table 3	LEP Populations in the City of Ithaca	26
Table 4	Populations with Sensory Disabilities in Tompkins County	28
Table 5	Tompkins County Population Trends	29
Table 6	Poverty Rates: Individual vs. Family	33
Table 7	ICSD Elementary School Scoring	35
Table 8	City Board, Commission, and Elected Representative Demographics	43
Table 9	2-1-1's Top Categories of Caller Need	44
Table 10	2-1-1's Top Housing Needs for Callers	44
Table 11	2014 FMR Regional Comparison	
Table 12	City of Ithaca Gross Rent as a Percentage of Household Income	48
Table 13	City of Ithaca Housing Costs as Percentage of Household Income with a Mortgage	48
Table 14	City of Ithaca Housing Costs as Percentage of Household Income without a Mortgage	
Table 15	Subsidized Housing Projects in Tompkins County	49
Table 16	Demographics of HCV Holders in Tompkins County	52
Table 17	City of Ithaca EEO-4 Report	53
Table 18	Jobs by Industry Sector in Tompkins County	54
Table 19	Percentage of Public Transit Users	56
Table 20	Fair Housing Categories for City of Ithaca Residents	
Table 21	Number of Complaints by Location	
Table 22	NYS DCJS Hate Crime Incidents in Tompkins County by Agency	
Table 23	Domestic Violence Victims Reported in 2013 Tompkins County/City of Ithaca	
Table 24	Loans by type and Census Tract Tompkins County 2013	
Table 25	Sub-Recipients of HOME or CDBG Funds 2004-2014	
Table 26	Results of Testing by Protected Class	71
Table 27	Survey A — Weights Applied to Survey Data	
Table 28	Survey A — Standard Error Rate	
Table 29	Survey A — Demographic Profile of Survey Sample	
Table 30	Survey A — Housing Location Preference	
Table 31	Survey A — Descriptions of Current Housing Situation, by Subgroup	80
Table 32	Survey A — Most Important Considerations When Choosing a Place to Live	
Table 33	Survey B — Demographic Profile of Survey Sample	94



State Street, Ithaca (1901)



State Street, Ithaca (1950



State Street, Ithaca (2000)

Figure 1	City of Ithaca Census Tract Map	. 21
Figure 2	Demographic Percentages	. 22
Figure 3	Tompkins County Demographic Percentages	. 22
Figure 4	Percent of Change in Population by Race 2000-2010	. 22
Figure 5	Indices of Dissimilarity/Sister-City Demographic Comparisons	. 23
Figure 6	Percent Asian by Census Tract	. 24
Figure 7	Percent Hispanic by Census Tract	. 24
Figure 8	Percent African-American by Census Tract	. 25
Figure 9	Percent White by Census Tract	. 25
Figure 10	Percent Two or More Races by Census Tract	
Figure 11	Changes in Family Composition (City of Ithaca) 2000-2010	. 27
Figure 12	Changes in Family Comparison 2000-2010	. 27
Figure 13	Percent Disabled in Tompkins County by Disability	. 28
Figure 14	Total Homeless Populations in Tompkins County	. 30
Figure 15	Categories of Homeless Populations	. 31
Figure 16	Unsheltered Characteristics	
Figure 17	Sheltered Characteristics	.31
Figure 18	Sheltered Groups	
Figure 19	Transitionally-Housed Projects	. 32
Figure 20	Transitionally-Housed Groups	
Figure 21	Sheltered Sites	
Figure 22	Family Poverty Rates by Race/Ethnicity	
Figure 23	Individual Poverty Rates by Census Tract	.33
Figure 24	ICSD Elementary School Boundaries	
Figure 25	ICSD Elementary School Demographics	. 35
Figure 26	ELA Proficient	.36
Figure 27	Math Proficient	
Figure 28	Free and Reduced Price Lunch Students	
Figure 29	Limited English Proficient (LEP) Populations	
Figure 30	Beverly J. Martin Elementary Demographics	
Figure 31	Belle Sherman Elementary Demographics	
Figure 32	Fall Creek Elementary Demographics	
Figure 33	South Hill Elementary Demographics	
Figure 34	Housing Built Before 1949 by Census Tract	
Figure 35	Housing Built Before 1980 by Census Tract	
Figure 36	City of Ithaca Housing by Year Built	
Figure 37	City of Ithaca Rent or Own Profile	
Figure 38	City of Ithaca Bedroom Profile	
Figure 39	City of Ithaca Housing Type	
Figure 40	Owner-Occupied Housing by Census Tract	
Figure 41	Renter-Occupied Housing by Census Tract	
Figure 42	Median Rent by Census Tract	
Figure 43	Median Home Value by Census Tract	
Figure 44	Ithaca's Percent of FMR Growth 2006-2014	. 47







Figure 45	City of Ithaca FMR Trend	48
Figure 46	Subsidized Multi-Family Housing Sites in Ithaca	50
Figure 47	Ithaca Housing Authority Project Locations	50
Figure 48	Families with HCVs in City of Ithaca	51
Figure 49	Families with HCVs in Tompkins County	51
Figure 50	Percentage of HCVs vs. Percentage of Total Tompkins County Population	52
Figure 51	Civilian Labor Force Participation: Race, National Origin, Sex	53
Figure 52	Unemployment Rate Comparison	54
Figure 53	Labor Force Profile, City of Ithaca	54
Figure 54	TCAT Route Map (County-Wide)	55
Figure 55	Means of Transportation to Work	56
Figure 56	Travel Times to Work	56
Figure 57	Percentage of Non-Taxable Property	59
Figure 58	Combined County/Municipal Property Tax Rate Comparison	59
Figure 59	Ithaca and Tompkins County Complaints by Basis	64
Figure 60	HUD Complaints by Basis 2010-2013 Average	
Figure 61	Tompkins County Complaints by Disposition 2005-2014	65
Figure 62	HUD Complaints by Disposition 2013	
Figure 63	Tompkins County Complaint Volume	65
Figure 64	Ratio of Conventional Mortgages Denied	
Figure 65	Ratio of FHA Mortgages	
Figure 66	Fair Housing Testing Results	
Figure 67	Survey A — Would Consider Moving Elsewhere?	
Figure 68	Survey A — Interested in Purchasing Home in Next Five Years	
Figure 69	Survey A — Current Housing Situation	
Figure 70	Survey A — Interested in Changing in Next Five Years	
Figure 71	Survey A — Issues Preventing Moving to Preferred Housing	
Figure 72	Survey A — Receive Assistance to Help Pay for Housing	
Figure 73	Survey A — Type of Housing Assistance	
Figure 74	Survey A — Overall Satisfaction with Current Housing, by Subgroups	
Figure 75	Survey A — Most Important Considerations When Choosing a Place to Live	
Figure 76	Survey A — Current Housing Availability in Tompkins County	
Figure 77	Survey A — Types of Housing Assistance Most needed in Tompkins County	
Figure 78	Survey A — Experienced Issues with Housing Access in Past Two Years	
Figure 79	Survey A — Exposure to Housing Discrimination in Tompkins County in Past Five Years	
Figure 80	Survey A — Discrimination Reported	
Figure 81	Survey A — Believe that Housing Discrimination is Under-Reported in Tompkins County	
Figure 82	Survey A — Reasons for Alleged Discrimination	
Figure 83	Survey A — Denied Housing in Unprotected Categories	
Figure 84	Survey A — Where Alleged Discrimination Took Place	
Figure 85	Survey A — Who Engaged in Alleged Discrimination	
Figure 86	Survey A — Place(s) Where Alleged Discrimination Occurred	
Figure 87	Survey A — Nature of Alleged Discrimination	
Figure 88	Survey A — Prior Knowledge about Housing Discrimination	
Figure 89	Survey B — Profile of Survey Sample by Race/Ethnicity	
Figure 90	Survey B — Age Profile of Survey Sample	
Figure 91	Survey B — Income Profile of Survey Sample	
Figure 92	Survey B — Bases of Alleged Discrimination	
Figure 93	Survey B — Source of Income and LEP	96











CHAPTER 1 Executive Summary

ITHACA (E)

Purpose

The purpose of the Analysis of Impediments to Fair Housing Choice (AI) is to identify practices and conditions in the City of Ithaca that are impeding housing opportunities for residents because of their race, color, religion, sex, disability, familial status, national origin or other "protected class" status. Fair housing impediments include direct discriminatory actions, omissions or decisions related to membership in a protected class, or indirect actions, omissions or decisions that have the effect of restricting housing choices for people specifically because of their protected class membership.

The City is required by the Fair Housing Act to "Affirmatively Further Fair Housing" and for that purpose, this Al identifies fair housing choice constraints and offers planning strategies that can be incorporated into other community planning and development processes and decisions. Furthermore, this study is required by the Department of Housing and Urban Development (HUD) as a condition for receiving federal housing funds, and should be completed in coordination with the City's five-year "Consolidated Plan" that describes how those funds will be spent, so that the City can show that it understands the various direct and indirect impediments to fair housing choice and is actively working to eliminate discriminatory practices and disparate outcomes.

Overview of Study

The City of Ithaca contracted with the Tompkins County Office of Human Rights to complete an AI for the City. The AI combines data available from a wide variety of sources, including population, demographic, economic and housing data from the City of Ithaca, U.S. Census Bureau, the American Community Survey, the U.S. Department of Housing and Urban Development (HUD), the New York State Division of Human Rights (SDHR), the Federal Financial Institutions Examination Council, and the Tompkins County Departments of Planning, Social Services, and the Office for the Aging.

This data review and analysis was combined with information gathered during a series of fair housing choice initiatives — including focus groups with housing and social service professionals, two fair housing choice surveys of residents and local disenfranchised populations, and a fair housing testing project. The information that was gathered and the data that was analyzed point to a set of at-risk groups and possible impediments.

This report, however, makes a distinction between indirect impediments (those that directly impact a protected class) and indirect impediments (those that may be a concern but cannot be directly linked to any particular protected group). For example, the lack of affordable housing is generally a barrier for all low-income people, regardless of protected class; therefore, in this AI the affordability of housing in Ithaca is viewed as an indirect impediment to fair housing choice. Furthermore, each identified impediment is supported by a number of observations that when considered collectively, support the existence of the corresponding barrier to fair housing choice.

The following impediments have equal weight and are not listed in any particular order.

Choice

People with

report higher

discrimination

and lower levels

accommodation

disabilities

levels of

of housing

than other

residents.

NO. 1

OBSERVATIONS

• Between 2005 and 2014, the majority-43 percent-of fair

Tompkins County were based on Disability. • Approximately, 61 percent of

housing complaints filed in

- responders to "Survey A" expressed a belief that the supply of accessible housing was not meeting current demands.
- Fair housing testing found nearly 50 percent of Disability-related tests as having "Evidence" of discrimination, including outright rejection of applicants with service animals.
- Approximately, 87 percent of units in the City were built before 1980, prior to ADA and other accessibility mandates.
- · All of Ithaca Housing Authority (IHA) elderly units were constructed in the 1970s and early 1980s, prior to ADA and other accessibility mandates.
- City of Ithaca's 2014-2018 Consolidated Plan, pp. 58-61, 78, 103.

WHY IS THIS AN IMPEDIMENT?

 People with disabilities are a protected class under fair housing law. To the extent that they cannot enjoy fair housing choices equal to those of other residents of similar income levels. a fair housing barrier is created.

OHR RECOMMENDATIONS

- Seek out every possible resource to create new and preserve the existing supply of accessible housing. This includes encouraging surrounding Tompkins County communities to do the same.
- Conduct a public awareness campaign to promote fair housing laws related to accessibility standards, assistance animals, and other forms of reasonable accommodation/modification.
- Seek out sources of funding and fair housing partnerships in order to continue paired testing research so data may be collected for enforcement and outreach purposes.
- · In the process of regulating and enforcing housing-related activity and development, the City should consider promoting universal design elements that serve people of all abilities.

NO. 2

The needs of **Limited English Proficient (LEP)** individuals may be underserved by the City of Ithaca and by its sub-recipients of federal funding.

- The City of Ithaca does not currently have a Language Assistance Plan, nor is the need for one mentioned in its 2013 LEP Plan.
- The City's LEP Plan and accompanying documents do not refer to the City's obligation to provide language interpretation and translation services to LEP individuals free of charge.
- The City characterizes its LEP obligation as being applicable solely to the "Commons Repair and Upgrade Project" for which the City received FTA funding in 2013.
- The City does not appear to interpret its LEP obligations as applying to all City projects, services, or programs.
- 4.3 percent of persons living in Tompkins County speak English "less than very well."
- · Title VI of the Civil Rights Act of 1964 "requires that federal-assistance recipients provide language assistance to individuals with limited English proficiency. Failure to ensure that persons who are LEP can effectively participate in or benefit from federally assisted programs violates Title VI's prohibition against National Origin discrimination.
- The City should consider revisiting its LEP Plan for the purpose of developing a viable LAP with the goal of providing broader and more comprehensive language services to LEP individuals seeking to access any City service and/or program.
- The City should consider surveying all its federally-assisted subrecipients to inquire whether they are in compliance with LEP mandates, and if not, to encourage and direct them to be so.
- Conduct a public awareness campaign to help make LEP individuals aware of their eligibility to receive free interpretation and translation assistance in the course of accessing City programs.

NO. 3

The obligation of sub-recipients of City CDBG/HOME funds to Affirmatively **Further Fair Housing (AFFH)** is not effectively communicated by the City nor understood by its subrecipients.

OBSERVATIONS

- Based on feedback from focus group discussions and OHR training sessions attended by representatives of agencies receiving federal dollars from the City, it is apparent that these subrecipients of CDBG/HOME funds have limited knowledge about their AFFH obligations and therefore have not developed strategies for meeting those obligations.
- Although several City subrecipients of CDBG/HOME funding are professional housing development agencies, many are not — having small staffs and a primary mission that is not necessarily housing focused.

WHY IS THIS AN IMPEDIMENT?

• Title VIII of the Civil Rights Act of 1968 (the Fair Housing Act) requires all recipients and sub-recipients of **HUD** funding to administer its programs in a way that affirmatively furthers fair housing (AFFH), the failure of which creates barriers for all protected classes.

OHR RECOMMENDATIONS

- · The City should consider reviewing and updating its CDBG/HOME award process to include (in addition to contract language) clear notification processes and briefing opportunities for CDBG/HOME awardees regarding their obligation to AFFH, while assisting with strategies for compliance.
- The City should consider publicizing its AFFH obligation as a requirement to receiving HUD funds, as well as detailing its AFFH measures and compliance-based activities on its website.

NO. 4

Exclusionary tactics against households who rely on public and private subsidies for housing is prevalent in the City and has a disparate impact on protected classes in Ithaca.

- Al data show that 15 percent of Tompkins County residents have disabilities, but nearly 40 percent of HCV holders are documented persons with disabilities.
- African-Americans constitute only 6.5 percent of Ithaca's population overall, but represent over 20 percent of HCV recipients.
- Female-headed households and Latinos are also over-represented in the pool of HCV users.
- Fair housing test results showed that 100 percent of HCV-holding testers were outright rejected, steered to other properties, or refused based on the HCV agency's security deposit policy.
- · Approximately 17 percent of "Survey A" responders said they had been denied housing in the past based on their source of income.
- Because protected individuals are generally overrepresented in pools of persons receiving public or private forms of assistance for housing, the right to exclude them from housing based on that source of income has a disparate impact on protected groups.
- Discrimination based on "Source of Income" may not only pose an illegal disparate impact on protected class members; at times, it may also be a pretext for direct discriminatory treatment.

- The City should consider revising City Code §215 to include effective local enforcement mechanisms for discrimination complaints that arise from its jurisdiction.
- While revising City Code §215, the City should consider adding discrimination based on "Source of Income" as a protected category.

OBSERVATIONS

WHY IS THIS AN **OHR** RECOMMENDATIONS **IMPEDIMENT?**

NO. 5

Some housing professionals' policies, practices, and lack of knowledge limit housing options for protected classes.

- In the City, renter-occupied housing makes up nearly 74 percent of all housing units, more than double the national average.
- · Many landlords in Ithaca and Tompkins County are not large business entities. Instead, they are "mom and pop" shops, renting out a small number of units and not well educated on federal, state, or local laws regarding fair housing.
- Based on "Survey A" (1) an overwhelming majority of responders (90 percent) perceived landlords to be leading perpetrators of housing discrimination; and (2) nearly one-half of Tompkins County residents rate themselves as having "very little" or "no" knowledge about fair housing.
- Over 19 percent of fair housing tests returned a showing of "Evidence" of discrimination, including some very direct examples of fair housing violations; e.g., rejecting and steering families with children and refusal to consider applicants with service animals.

- Discriminatory and unlawful housing practices limit fair housing choices for all protected groups.
- Conduct a public awareness campaign to promote fair housing laws and best practices related to the rights and responsibilities of tenants, landlords, property managers, lenders, real estate agents, and human service providers.
- Provide and/or encourage fair housing training for smaller landlords, property managers, lenders, real estate agents, and human service providers.
- The City should consider publishing fair housing enforcement information on its website for the purpose of educating tenants and homebuyers about how to file a fair housing complaint and/or how to obtain fair housing counseling.
- · As part of an annual code enforcement communiqué to all registered rental housing property owners, the City should consider sending fair housing information, in addition to routinely disbursing flyers and invitations to fair housing related trainings and workshops being provided in the community.

NO. 6

Processes related to the construction of housing within the City may limit housing choice and inhibit the development of affordable housing within the City.

- The City's zoning ordinance does not include any discussion about fair housing or related issues.
- As a best practice, communities with problems related to inadequate sources of affordable housing should regularly review and assess policies related to housing development and planning for the purpose of eliminating procedural barriers.
- The risk to housing developers is high as they navigate to meet the demands of local regulations. The time frame from inception to approval can be as long as 3-4 years, a period in which prices, needs, and risk may easily fluctuate.
- City of Ithaca's 2014-2018 Consolidated Plan.

- Housing development and occupancy policies, if cumbersome or too restrictive, run the risk of limiting the number of affordable housing units most needed by protected classes.
- · The City should consider including a discussion about fair housing in its zoning ordinance.
- Engage in bi-annual discussions of housing policies in order to update best practices for encouraging fair housing choice.
- · Conduct focus group dialogues with stakeholders (private and nonprofit), such as developers, community groups, and neighborhoods for feedback on development processes.

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OBSERVATIONS

WHY IS THIS AN **IMPEDIMENT?**

OHR RECOMMENDATIONS

No. 7 The City of Ithaca does not provide its residents with any effective legal mechanism by which their fair housing rights are meaningfully enforced.

- · City of Ithaca's local antidiscrimination law (City Code §215) does not grant or identify specific enforcement powers or otherwise provide for any meaningful mechanism by which complaints arising within the City may be processed.
- Tompkins County's antidiscrimination law (Local Law C) only protects victims of discrimination based on Sexual Orientation, Gender Identity, and Gender Expression.
- The nearest agency for an Ithaca resident to duly file an administrative fair housing complaint is Binghamton (50 miles away) or Buffalo, New York (160 miles away).
- Based on "Survey A" over 65 percent of residents perceived an under-reporting of housing discrimination by victims.
- Over 19 percent of fair housing tests returned a showing of "Evidence" of discrimination, including some very direct examples of fair housing violations.

- · Discriminatory and unlawful housing practices substantially impact protected groups by limiting their fair housing choices.
- In coordination with the County's review of Local Law C, the City should consider revising City Code §215 to include an effective local enforcement mechanism for discrimination complaints that arise within the City's jurisdiction.
- The City should consider limiting local protected categories to those currently enforced by state and federal law, while adding "Source of Income" and "Domestic Violence Victim Status" as local protections.

No. 8

There is an inadequate supply of emergency shelter and transitional housing services especially for homeless families with children and persons with disabilities.

- In 2015, there was an increase in the number of all homeless persons for both the HUD PIT Count and the Community PIT Count, reflecting the increased number of persons requiring emergency shelters and transitional housing.
- In 2015, the number of sheltered persons with severe mental health issues increased significantly.
- In 2015, there was an increase in the number of homeless children, largely reflecting an increase in the number of homeless families.
- Presence of a student-dominated housing market.
- Housing providers' widespread practice of refusing tenants based on Source of Income.
- Documented lack of affordable housing in the City of Ithaca.
- · Emergency and transitional housing cannot be viewed as valid housing choices for anyone; neither is homelessness caused by affordability or income issues alone. But when high cost burdens and exclusionary rental market indicators exist, the limited supply of emergency shelter and transitional housing creates temporary barriers for families with children and persons with disabilities in Ithaca.
- · Address housing issues that marginalize the homeless by continuing to seek additional funding and assist in the provision of services for the homeless, including emergency shelter space, transitional housing, and corresponding supportive services, by directing grants to the agencies that provide these services.
- The City should consider efforts to (1) recruit landlords willing to work with those who are homeless to transition to stable housing; (2) provide a wider range of housing options for people with mental illness and substance abuse issues without concentrating such populations; and (3) encourage scattered site housing with support services available.

No. 9 Ithaca's studentdominated rental market leads to the prevalence of discriminatory practices by local housing providers who screen out families with children (and other protected groups) in favor of single students for housing.

OBSERVATIONS

- According to Ithaca Housing Authority (IHA) data, there were 215 households on the waiting list for public housing in May 2014. For IHA family sites, the waiting period is one to three years. For senior projects, the waiting list is three to six months.
- Between 2006 and 2014, fair market rents for three- and fourbedroom units grew 76 percent and 58 percent, respectively showing a higher increase than for any other size unit.
- Between 2005 and 2014, over 17 percent of fair housing complaints arising in Tompkins County alleged Familial Status discrimination, making it the second most frequent basis.
- Fair housing testing results showed 50 percent of Familial Status tests as providing "Evidence" of discrimination. For example, testers with children were repeatedly told by rental agents the unit they were inquiring about was only available to students.
- Based on "Survey A" responses, the only type of housing reported as being "more than ample" by a sizable portion of Tompkins County residents (44 percent) is student rental housing.

WHY IS THIS AN **IMPEDIMENT?**

· Discrimination based on Familial Status is a violation of federal and state fair housing laws and its practice negatively impacts housing choice for families with children.

OHR RECOMMENDATIONS

- Conduct a public awareness campaign to promote fair housing laws related to Familial Status protections.
- Continue to promote the construction and preservation of affordable housing opportunities for families within the City.
- Continue to engage with local educational institutions as to how student housing needs negatively impact families with children and other protected groups within the City. For example, consider developing an MOU with local colleges and Universities that (1) restricts enrolled students to living in on-campus housing for at least two years; (2) encourages the building of additional on-campus housing for student populations; and (3) explores the viability of intergenerational housing projects that meet the needs of students, families, seniors, and disabled populations.

NO. 1

The City's high rental and homeownership prices, as well as limited land and public resources, have a disparate impact on Ithaca residents in protected classes who have low incomes by limiting their housing options.

OBSERVATIONS

- · Based on AI data, the fair market rents on City units with between one and four bedrooms have increased by more than 50 percent.
- · ACS data show that a majority of Ithaca/Tompkins County renters exceed what is considered affordable in terms of percentage of income spent on housing. For example, approximately 69 percent of renters pay more than 30 percent of their income in rent.
- · Based on "Survey A," roughly three-fourths of those surveyed say there is not enough affordable housing (78 percent) in Tompkins County. In addition, more than 56 percent said that affordability was the most important consideration when choosing a place to live.
- For IHA family sites, the waiting period is one to three years.
- According to AI data, affordable housing in the City — close to jobs, shopping, and services — is nearly impossible for renters using HCVs to secure.
- · According to the 2014 Housing Survey Report conducted by the County's Office for the Aging (COFA), many older adults have a desire to "age in place" - ideally living within the City or Town of Ithaca in housing that is affordable, accessible, on a single floor, and with easy access to public transportation and services. However, the City's current housing stock is not affordable for seniors because it, in many cases, requires expensive retrofitting in order to make it accessible for older adults as they age.
- The COFA Survey Report also documents the fact that local residents are often resistant to new development due to their discomfort with the concept of density in housing.

WHY IS THIS AN **IMPEDIMENT?**

· Affordability is not, in itself, a fair housing barrier, because income is not a protected class. However, due to the strong correlation between income and having protected group status, such that these protected groups make up a disproportionate part of the City's lowincome population, the limited supply of affordable units has the effect of restricting housing choice for those protected residents.

OHR RECOMMENDATIONS

- Advocate regionally for a wide range of housing policies that promote housing development benefiting protected groups, including encouraging more housing developments outside the City's jurisdiction.
- Continue to advocate for increased public resources for housing development and operations from HUD and other state and federal agencies.
- Explore every possible resource to create new and preserve existing supplies of affordable housing.
- · Continue to engage with local educational institutions as to how student housing needs negatively impact families with children and other protected groups within the City. For example, consider developing an MOU with local colleges and Universities that (1) restricts enrolled students to living in on-campus housing for at least two years; (2) encourages the building of additional on-campus housing for student populations; and (3) explores the viability of intergenerational housing projects that meet the needs of students, families, seniors, and disabled populations.
- The relationship between the City, County, and other local municipalities needs to be strengthened in order to better address the housing affordability concerns of its residents. For example, the City should consider creating a coordinated Housing Task Force that represents both the City and County.
- In order to address problems related to affordability, accessibility, and the inability to age in place, Ithaca residents need to become more comfortable with the concept of density in housing in order for development to occur.

CHAPTER 2 THE PROJECT

Introduction



Fair Housing Choice is rooted in the right to live where one wants to live without being hindered by discrimination — because neighborhood conditions play a significant role in the life outcomes of every individual. Therefore, the City of Ithaca is committed to providing equal housing opportunities for all its residents. Through the federally-funded Home Investment Partnerships (HOME) and Community Development Block Grant (CDBG) program, as well as other state and local programs, Ithaca works to provide a decent living environment for all.

The City's Consolidated Plan for Housing & Community Development (ConPlan) contains a certification to affirmatively further fair housing (AFFH) which is a pledge to undertake meaningful fair housing planning.

The U.S. Department of Housing and Urban Development (HUD) suggests that Entitlement Communities, such as the City of Ithaca, conduct fair housing planning at least once every three to five years.

Fair housing planning consists of three components: (1) to conduct an Analysis of Impediments to Fair Housing Choice (AI), (2) to identify actions to eliminate any identified impediments, and (3) to maintain AFFH records. HUD interprets these broad objectives to mean:

- Analyze and work to eliminate housing discrimination;
- Promote fair housing choice for all persons;
- Provide opportunities for racially and ethnically-inclusive patterns of housing occupancy;
- Promote housing that is physically accessible to, and usable by, all persons, particularly persons with disabilities;
- Foster compliance with the provisions of the Fair Housing Act.

An AI is a comprehensive review of municipal housing, economic, and transportation conditions, as well as public and private sector policies, in order to ensure that housing choices and opportunities for all persons in the City are available.

Under the CDBG statute, the AI is a document required by HUD. The City must certify to HUD that an AI was conducted and fair housing action steps are being implemented. Goals and objectives are designed to identify and mitigate obstacles to fair

Impediments to Fair Housing Choice

- (1) Any actions, omissions, or decisions taken because of one's membership in a protected class which restrict housing choices or the availability of housing choices.
- (2) Any actions, omissions, or decisions which have the effect of restricting housing choices or the availability of housing choices on the basis of one's membership in a protected class.

The federally protected classes are:

- Disability
- Familial Status
- National Origin
 - Race
 - Color
 - Religion
 - Sex

In addition, the State of New York has added the following protected classes to this list:

- Age
- Marital Status
- Sexual Orientation

In addition to federal and state protections,
Tompkins County local law adds protection
for Gender Identity and Expression.
Furthermore, City of Ithaca protections
include Height, Weight, Ethnicity,
Immigration/Citizen Status, and
Socioeconomic Status.

This report considers impediments to fair housing choice experienced by *only* federal and state protected classes.

housing choice. Developed to accompany the City of Ithaca's FY2014 to FY2018 ConPlan, this AI has been conducted to comply with the aforementioned mandate.

Ithaca Urban Renewal Agency (IURA)

The City of Ithaca has delegated primary responsibility for administration of the HOME Investment Partnerships (HOME) and Community Development Block Grant (CDBG) Entitlement Programs to the Ithaca Urban Renewal Agency (IURA). Jo Ann Cornish is the City's Director of Planning and Development and Nels Bohn is the IURA Executive Director. The agency is

CORPORAT operated through a fivemember board appointed by the

- M.E.T.H.O.D.O.L.O.G.Y -

For the purpose of assessing barriers to housing choice in the City of Ithaca, OHR gathered data from the following research activities:

- Quantitative Fair Housing Survey (Survey A)
- Anecdotal Fair Housing Survey (Survey B)
 - Fair Housing Testing Project
 - Housing agency data requests
 - Data analysis and mapping
 - Review of existing studies

In August 2014, the City of Ithaca completed its 2014-2018 Five-Year Consolidated Plan (ConPlan). Where possible, data from the City's ConPlan is used in this AI. In addition, every attempt has been made to incorporate the most current data from the 2010 Census and American Community Survey (ACS). Other sources of data include:

- NYS Department of Education
- Home Mortgage Disclosure Act data
 - •NYS Division of Human Rights
- County Departments of Planning, Social Services, and Office for the Aging
 - •U.S. Dept. of Housing and Urban Development
 - Tompkins Community Action
 - Ithaca Housing Authority

OHR's approach to this AI is based on the methodologies recommended in HUD's "Fair Housing Planning Guide," Vol. 1 and its recently published "Notice of Proposed Rulemaking on AFFH," October 2014.

Mayor and approved by the Common Council. The IURA staff of four is directly responsible for program development, monitoring, and implementation of the Agency's five-year Consolidated Plan and associated Annual Action Plans. The IURA protocols for program development include City-wide consultation with citizens, neighborhood groups, non-profits, and other governmental agencies.

TOMPKINS COUNTY Office of Human Rights (OHR)

OHR was sub-contracted by the IURA to oversee its

Fair Housing Choice Project provide and services related to the completion of this report.



OHR is

department of Tompkins County, created by the Tompkins County Legislature in 1963 to address city and county-wide problems related to racial and ethnic unrest in the areas of housing, employment, education, and public accommodation. OHR is charged with providing civil rights enforcement and outreach training.

Karen Baer, OHR's Director of Human Rights, managed this Fair Housing Choice project. In addition to Karen's expertise related to Title VII enforcement and outreach programming, she is a specialist in the

field of fair housing and affirmatively furthering fair housing (AFFH) protocols. She was responsible for drafting the fair housing law in Geneva, New York, which was certified by HUD in 2005 as being substantially equivalent to the Fair Housing Act — designating Geneva as having the first and only city-based Fair Housing Assistance Program (FHAP) in New York State.

In addition to her long-term working relationship with HUD's Office of Fair Housing and Equal Opportunity (FHEO), Karen has participated in dozens of FHEO National Policy Conference trainings, including the National Fair Housing Training Academy in Washington D.C.

Impediments (2007-2013)

In 2007, the Ithaca Urban Renewal Agency (IURA) conducted the City's most recent Analysis of Impediments. The IURA found no "significant barriers to fair housing in the City of Ithaca" but noted the following problems:

- (1) Lack of affordable housing and
- (2) Uncoordinated record keeping systems by local agencies, making data on fair housing complaints difficult to obtain and assess.

Resulting Action Items

As a result of the City's 2007 AI process, it committed to undertake the following actions:

- (1) Continuing fair housing education and outreach activities,
- (2) Translating fair housing brochures into additional languages, and
- (3) Expanding the number of agencies and individuals receiving fair housing materials.

Since 2007, the IURA has allocated over \$4,436,373 to affordable housing projects and programs within the City of Ithaca. This includes new construction of owner and renter occupied housing, security deposit assistance, home repairs and weatherization, and a tenant-based rental assistance program.

Community Participation

To collect the information needed for this AI, OHR relied on assistance from numerous governmental offices, non-profit agencies, private institutions, and members of the public. The assistance and information provided to OHR by way of data requests was vital in creating a document that properly reflected fair housing choice in Ithaca, NY.

In addition, a broad collection of community members were able to participate by completing one of two surveys:

Quantitative Survey (Survey A)

This survey was conducted by WBA Research and was sent by mail to a list of 4,000 randomly selected Tompkins County residents, in which City residents were oversampled by a 3:2 margin.

Number of Responses: 727 Residents

Anecdotal Survey (Survey B)

To complete this qualitative fair housing survey, OHR staff reached out to local human service institutions, including social service agencies, the public library, credit unions, non-profit groups, homeless shelters, and community kitchens to collect survey responses.

Number of Responses: 116 Residents

Agencies Participating in the AI Project

WBA Research, Inc. • Fair Housing Council of Central NY • Alternatives Federal Credit Union • Cornell Cooperative Extension Association • Human Services Coalition of Tompkins County • Ithaca Free Clinic Ithaca Housing Authority • Ithaca Neighborhood Housing Services • Legal Assistance of Western New York Loaves and Fishes Lunch Program • NYS Division of Human Rights • Rescue Mission • Tompkins County Departments of Health, Social Services, Mental Health, Planning, and Office for the Aging • Tompkins County Public Library • Tompkins Community Action • U.S. Department of HUD/FHEO • Women's Opportunity Center

